

# Shu■Hua Smit

## Retail Professional

Denver · CO · US

shuhua.smit@email.com | (555) 123■4567

## Summary

Energetic retail professional with 8 years of progressive experience in fast■paced customer■facing environments. Proven ability to build rapport, handle cash and POS transactions accurately, and maintain well■stocked, visually appealing sales floors. Familiar with basic paint■aisle merchandising through a hardware■store role and comfortable lifting, loading, and unloading merchandise. Bilingual in English and conversational Mandarin; basic Spanish proficiency. Seeking to leverage strong service orientation and inventory skills as a Customer Service Specialist at Sherwin■Williams.

## Experience

### HomeGoods

Retail Associate | 01 Jun 2021 – Present

Greet and assist an average of 150 customers per shift, identifying needs and recommending appropriate home■decor items, including paint■related accessories.

- Process sales transactions via POS, achieving a 99.8 % accuracy rate in cash handling and end■of■day balancing.
- Maintain tidy, fully stocked aisles; responsible for weekly inventory counts of 2,000 SKUs, reducing stock■out incidents by 12 % year■over■year.
- Load and unload delivery trucks; safely handle pallets up to 70 lb following OSHA■basic safety guidelines.
- Recognized as Employee of the Month (Oct 2022 & Mar 2023) for outstanding customer feedback scores.

### Ace Hardware

Sales Associate | 01 Jan 2015 – 31 May 2021

Served customers in the paint and hardware department, providing product information on primers, sealants, and basic color■matching concepts under supervision of the store manager.

- Assisted with tint■mixing equipment set■up for customers; not responsible for final formulation, but ensured proper use of the machine per store SOPs.
- Achieved a 12 % increase in paint■department sales in FY 2019 through upselling of complementary tools and accessories.
- Trained new hires on POS operation, inventory slotting, and safety procedures (average of 3 new hires per quarter).

### Telco Solutions

Customer Service Representative | 01 Jun 2013 – 31 Dec 2014

Handled inbound calls averaging 80 per day, troubleshooting billing issues and service inquiries.

- Documented customer interactions in CRM system with a 95 % compliance rate for required fields.
- Awarded “Top Performer” for Q3 2014 for highest customer satisfaction rating (4.9/5).

### FastMove Logistics

Warehouse Assistant | 01 Sep 2012 – 31 Mar 2013

Managed receipt and staging of incoming shipments; performed cycle counts and updated inventory spreadsheets.

- Operated pallet jack and forklift■assist devices to move packages up to 70 lb, adhering to safety protocols.
- Identified and reported damaged goods, contributing to a 15 % reduction in return processing time.

### BigMart Supermarket

Cashier | 01 May 2010 – 30 Apr 2012

Processed cash, credit, and check transactions for up to 200 customers per shift with a 99.5 % accuracy rate.

- Maintained orderly checkout lanes and performed end■of■day cash reconciliation.
- Assisted with shelf■stocking and promotional display setup during off■peak hours.

## Education & Training

### Associate of Applied Science, Business Administration

Community College of Colorado

– 01 May 2010

### High School Diploma

Castle Rock High School

– 01 Jun 2006

## Skills

Customer Service, POS & Inventory, Software

## Languages

### English | – Present

Native speaker

### Mandarin | – Present

Conversational

### Spanish | – Present

Basic

## Certifications

### Paint Sales Fundamentals – Online Course (in progress) | 2025-11-01

SherwinWilliams Academy

### Customer Service Excellence Certificate – Pending | 2025-01-01

National Retail Federation

## Awards

### Sales Growth | 2019-01-01

Ace Hardware

Boosted paintrelated sales by 12 % in FY 2019 at Ace Hardware through targeted product recommendations.

### Error Reduction | 2012-01-01

BigMart Supermarket

Decreased checkout discrepancies by 15 % at BigMart through implementation of a doubleverification routine.

### Recognition | 2022-10-01

HomeGoods

Received Employee of the Month twice at HomeGoods for exemplary customer service and store upkeep.

### Process Improvement | 2023-01-01

HomeGoods

Assisted in pilot testing a new inventorytracking module at HomeGoods, resulting in a 10 % faster stock reconciliation process.

## Interests

### DIY home improvement projects | – Present

- Hobbyist interior painting
- Hiking
- Cooking ethnic cuisine

## References

Available upon request